



Resolution 21-07

Authority Member JAMES moved approval of the following resolution:

A RESOLUTION HONORING DEREK MITZNER OF THE COLORADO SPRINGS POLICE DEPARTMENT AS TELECOMMUNICATOR OF THE SECOND QUARTER 2021.

WHEREAS, the El Paso – Teller County Emergency Telephone Service Authority was created to provide a two-county-wide 9-1-1 system; and

WHEREAS, the members of the Authority wish to recognize outstanding call takers and dispatchers within the system through the Telecommunicator of the Quarter and Telecommunicator of the Year programs; and

WHEREAS, On May 18, 2021, Emergency Response Technician, Derek Mitzner processed a call involving an entrapment. The situation was extremely difficult and involved the prevention of escape in which there is an increased threat of injury or death to a person.

WHEREAS, The female caller was frantic and advised ERT Derek Mitzner that a truck just fell on her husband. Derek gave reassuring statements during case entry to advise the caller that help was on the way. The caller continued to plead with Derek to get the responders there right away. Derek demonstrated his knowledge of the Extrication/Entrapment protocol by navigating the key questions flawlessly during an extremely challenging circumstance. Derek's active listening skills helped to also provide safety instructions to others trying to rescue the male from under the vehicle. He advised the caller that trying to rescue the male could cause injury to them.

WHEREAS, Throughout the call, Derek kept providing effective reassurance, demonstrated compassion, portrayed a calm concern, and kept control of the caller. He used the caller's name

when he needed her to listen to the Post-Dispatch Instructions and while she told Derek her husband was losing consciousness and going into shock. Derek also started the medical protocol to keep the caller on the line and provided responders with important updates on the patient. Responders were able to get clear and accurate details because Derek did an outstanding job processing this very difficult situation.

NOW, THEREFORE, BE IT RESOLVED AS FOLLOWS:

The El Paso – Teller County 9-1-1 Authority honors Derek Mitzner as Telecommunicator of the Second Quarter of 2021.

Authority Member PRITCHARD seconded the adoption of the foregoing resolution. The roll having been called; the vote was as follows:

Authority Member:	Vacant	aye/nay/not present/abstain
Authority Member:	James	<u>aye</u> /nay/not present/abstain
Authority Member:	Parsell	aye/nay/ <u>not present</u> /abstain
Authority Member:	Pritchard	<u>aye</u> /nay/not present/abstain
Authority Member:	Ribeiro	<u>aye</u> /nay/ not present /abstain
Authority Member:	Rigdon	<u>aye</u> /nay/not present/abstain
Authority Member:	Vasquez	<u>aye</u> /nay/not present/abstain
Authority Member:	Wheeler	<u>aye</u> /nay/not present/abstain
Authority Member:	Wiles	<u>aye</u> /nay/not present/abstain




Vice Chairman

Done the 28th day of July 2021, at Colorado Springs, Colorado.

El Paso-Teller County
9-1-1 Authority


Secretary